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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|---|-------------|----------------------|----------------------|------------------|
| 09/823,678 | 03/31/2001 | Wai H. Pak | M-11538 US | 6116 |
| 33031 | 7590 | 09/16/2004 | EXAMINER | |
| CAMPBELL STEPHENSON ASCOLESE, LLP 4807 SPICEWOOD SPRINGS RD. BLDG. 4, SUITE 201 AUSTIN, TX 78759 | | | BRUCKART, BENJAMIN R | |
| | | | ART UNIT | PAPER NUMBER |
| | | | 2155 | |

DATE MAILED: 09/16/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/823,678

Applicant(s)

PAK, WAI H.

Examiner

Benjamin R Bruckart

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 26 February 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-96 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-96 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- ☒ Notice of References Cited (PTO-892)
- ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date 7 IDS.
- ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- ☐ Notice of Informal Patent Application (PTO-152)
- ☐ Other: _____.

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Detailed Action

Claims 1-96 are pending in this Office Action.

Information Disclosure Statement

The information disclosure statements filed on 2/26/04, 11/10/03, 8/25/03, 6/23/03, 5/1/03, 10/9/02, 9/3/02 have been considered.

Preliminary Amendment

The preliminary amendment filed on 7/23/01 has been entered.

Formal Drawings

The formal drawings received on 11/04/02 have been entered.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

Claims 1-96 are rejected under 35 U.S.C. 102(b) as being anticipated by U.S. Patent No. 5,309,563 by Farrand et al.

Regarding claim 1, an inter-module communication (Farrand: col. 2, lines 55-65) comprising:

a message (Farrand: col. 2, lines 55-65), wherein

said message comprises customer relations management system information (Farrand: col. 2, lines 55-65).

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Regarding claim 2, the inter-module communication of claim 1, wherein

said customer relations management system information comprises at least one of agent information and work item information (Farrand: col. 4, lines 3-12).

Regarding claim 3, the inter-module communication of claim 2, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information (Farrand: col. 25, lines 21-41).

Regarding claim 4, the inter-module communication of claim 1, wherein

said message comprises a command, said command configured to cause a module receiving said message to perform an operation (Farrand: col. 2, lines 55-65, col. 4, lines 3-12).

Regarding claim 5, the inter-module communication of claim 1, wherein

said message comprises a request, said request configured to cause a module receiving said message to reply with other customer relations management system information (Farrand: col. 2, lines 61- col. 3, line 3).

Regarding claim 6, the inter-module communication of claim 1, wherein

said message comprises a notification, said notification comprising other customer relations management system information, said other customer relations management system information being generated by a module generating said message (Farrand: col. 26, lines 4-500; updates attributes and send to host).

Regarding claim 7, the inter-module communication of claim 1, wherein

said message is communicated in order to perform a function (Farrand: col. 2, lines 55-65, col. 4, lines 3-12),

said function is one of an agent-related function (Farrand: col. 4, lines 3-12), a work item-related function, a statistics-related function and an administrative function.

Regarding claim 8, the inter-module communication of claim 7, wherein

said agent-related function is one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentskill command, a RequestAgentstate request, a RequestAgentMediaMode request, a Requestsystemstate request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request, and a RequestAgentMediastate request (Farrand: col. 4, lines 3-12).

Regarding claim 9, the inter-module communication of claim 7, wherein

said work item-related function is one of an AddWorkItem command, a RequestWorkItemstats request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapupWorkItemResponse command, a WrapcompleteWorkItem command, an HoldWorkItem command, an UnldoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItem-roRoute command (Farrand: col. 12, lines 62- col. 13, line 2; completed).

Regarding claim 10, the inter-module communication of claim 7, wherein

said statistics-related function is one of a SetchannelstatInterval command, a SetRoutestatInterval command, a StartAgentstat command, a StopAgentstat command and a Getsystemstatistics request (Farrand: col. 7, lines 57- col. 8, line 5).

Regarding claim 11, the inter-module communication of claim 7, wherein

said administrative function is one of a UQOpenconnection command, a UQReopenconnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command (Farrand: col. 23, lines 30-47; init).

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Regarding claim 26, the method of claim 23, further comprising:

communicating said message from a commerce server to a universal queuing system (Farrad: col. 3, lines 32-64; col. 25, lines 20-41).

Regarding claim 35, the method of claim 23, further comprising:

sending said message (Farrad: col. 2, lines 55-65).

Regarding claim 36, the method of claim 35, further comprising:

receiving said message (Farrad: col. 2, lines 55-65).

Although the examiner recognizes the differences between an inter-module communication, inter-module interface definition, a method for inter-module communication, a computer system, a computer program product, an apparatus with means or utility to forming a message, receiving a message, define and use a message. The examiner equates these to the code, features, and hardware in which the system performs the actions utilizing the message. Therefore, the examiner will equate claims in separate trees as indicated by the chart below.

| | | | | | | | | | |
|----|----|----|----|----|----|----|----|----|----|
| 1 | 12 | 23 | 37 | 46 | 55 | 65 | 73 | 81 | 89 |
| 2 | 13 | 24 | 38 | 47 | 56 | 66 | 74 | 82 | 90 |
| 3 | 14 | 25 | 39 | 48 | 57 | 67 | 75 | 83 | 91 |
| 4 | 15 | 27 | 41 | 50 | 59 | 69 | 77 | 85 | 93 |
| 5 | 16 | 28 | 42 | 51 | 60 | 70 | 78 | 86 | 94 |
| 6 | 17 | 29 | 43 | 52 | 61 | 71 | 79 | 87 | 95 |
| 7 | 18 | 30 | 44 | 53 | 62 | 72 | 80 | 88 | 96 |
| 8 | 19 | 31 | | | | | | | |
| 9 | 20 | 32 | | | | | | | |
| 10 | 21 | 33 | | | | | | | |
| 11 | 22 | 34 | | | | | | | |
| | | 26 | 40 | 49 | 58 | 69 | 76 | 84 | 92 |
| | | 35 | 45 | 54 | 63 | | | | |
| | | 36 | | | 64 | | | | |

Prior Art

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure:

U. S. Patent No. 6,260,073 issued to Walker et al.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benjamin R Bruckart whose telephone number is (703) 305-0324 until 10/27/2004 and 571-272-3982 after. The examiner can normally be reached on 8:00-5:30 PM with every other Friday off.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hosain Alam can be reached on (703) 308-6662 until 10/27/2004 and 571-272-3978 after. The fax phone numbers for the organization where this application or proceeding is assigned are (703) 872-9306 for regular communications and After Final communications.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-0324 until 10/27/2004 and 571-272-3982 after.

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Benjamin R Bruckart

Examiner

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brb

September 15, 2004



HOSAIN ALAM
SUPERVISORY PATENT EXAMINER